Are You 911 Ready?

Things to know when calling 911

Dos and don'ts of calling 911

If you call 911 and do not hang up.

Whether you call 911 and do not immediately get an answer, or you call by mistake, do not hang up. Hanging up on a 911 call is considered an abandoned call.
911 dispatchers know the call was attempted and will try to call you back. If you called by mistake or you no longer think you need assistance, just stay on the line and explain the situation. Otherwise dispatchers will spend time trying to reach you when they could be helping someone else who has called 911.

Don't hesitate to call 911 if you are not sure whether the situation is a true emergency.

Please call 911 whenever you need police, fire or a paramedic response. Let the 911 Dispatcher determine whether you need emergency help.

Call 911 immediately whenever you see something that is out of place in your neighborhood.

Just tell the dispatcher why you think it is suspicious, describe the activity and people involved. Be prepared to follow any instructions from the 911

Dispatchers.

City of Minneapolis 911

350 S. 5th Street Minneapolis, MN 55415 www.minneapolismn.gov/911 The quicker 911 gets the information, the better we are able to provide service.

When calling 911, be prepared to answer questions, which may include the location of the emergency, the phone number you are calling from, the nature and details of the emergency. When calling 911 from a cell phone, let the 911 dispatcher know exactly where you are. Cell phones may show a general location but the location given is approximate latitude and longitude. If you don't



know the address, a landmark or cross street is always a good start to a successful response.

The 911 Dispatcher will ask you questions.

The 911 Dispatcher may ask you a series of questions that will help them understand the incident you are reporting. The dispatcher may ask you to give descriptions like: physical characteristics, types of clothing worn or vehicle involved and if you saw a license plate. Information provided in a 911 call is always recorded.

911 is the link between you and emergency services.

Minneapolis 911 wants you to be "911 Ready." Dispatchers will answer incoming 911 calls with a greeting of "911 what is the address of the emergency?" If you do not have an emergency, you can advise the 911 dispatcher at that time. You may be put on hold so that the 911 dispatcher can screen other calls for emergencies. After you have given the address to the 911 dispatcher, you will be asked to tell the dispatcher exactly what happened.

The 911 Dispatcher connects with police officers & firefighters via radio to tell them what happened (or is happening).

On average, there are more than 1,000 police, fire and ambulance responses per day. Police calls are handled in order of urgency. Threats to life or property are handled first, followed by those calls where the situation is more stable.

Medical calls may be transferred to a paramedic so a paramedic can provide instructions before they arrive.

These instructions can tell you exactly what to do to help in an emergency until help arrives, such as providing step-by-step instructions to aid someone who is choking or needs first aid or CPR.